

CITIZEN SERVICE ASSISTANT

DISTINGUISHING FEATURES

The fundamental reason the Citizen Service Assistant position exists is to service the needs of citizens at large, including internal and external clients, while continually striving to exceed customer expectations. This classification does not supervise and is found citywide. This is the entry-level position in the Citizen Service classifications. Work is performed under general supervision of an assigned supervisor.

ESSENTIAL FUNCTIONS

Listens and responds to customer service issues, complaints and/or problems using tact and finesse. Demonstrates respect for the customer/co-worker and values diversity of thinking. Assists citizens in person and by telephone.

Operates a personal computer utilizing a variety of software packages, as well as an assortment of other office equipment including multiple-line telephones, two-way radios, paging systems, copiers and FAX machines.

Acts as a receptionist; answers the telephone and waits on the general public; provides general information on departmental and City policies and procedures as required; refers calls to appropriate department personnel.

Retrieves, inputs, and monitors customer data and history by accessing numerous computer screens. Inputs data entry, visually verifying and reviewing material for completeness and accuracy.

Receives and dispatches by telephone, radio, and/or paging system. Listens and communicates effectively, both orally and in writing, with all persons encountered in the course of work.

Performs general secretarial and clerical work; files; schedules appointments; processes personnel, payroll, and purchasing information; inventories, orders, and maintains office supplies; types and proofreads a variety of documents; receives and sorts incoming mail.

Complete special projects as assigned.

Attendance and punctuality are essential functions of this position.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Microsoft Office products.

Business English, grammar, spelling, and arithmetic.

Ability to:

Follow written and/or verbal instructions; and to effectively and courteously communicate with irate customers, often under stressful circumstances.

Use a personal computer, a variety of complex computer programs, and other office equipment essential to performing daily activities that requires repetitive hand, arm and eye movement.

Operate telephone and radio communications equipment properly.

Use visual and manual dexterity skills.

Establish and maintain effective working relationships with co-workers, supervisors, other departments and the general public.

Communicate effectively, both orally and in writing, with co-workers, supervisors, and the general public.

Demonstrate the willingness to assume ownership in completion of assigned tasks.

Education & Experience

A minimum of one year of recent public contact experience resolving various levels of customer services needs. In addition, any combination of experience and education equivalent to two years of responsible data entry/clerical experience.

Requires possession of a valid Arizona Driver's License with no major driving citations in the last 39 months.

FLSA Status: Non-exempt

HR Ordinance Status: Classified